

TESTIMONIALS FROM SATISFIED CUSTOMERS

A GAUGE OF EXCELLENT CUSTOMER SERVICE

By Mayor Gene Winstead

SOMETIMES THE MEASURE OF GOOD customer service comes from unexpected places, such as a recent compliment from a resident of Los Angeles, whose mother lives in Bloomington. When he visits, he occasionally calls the City to report an issue that requires attention: a damaged street sign, a dead animal or a broken water meter.

“I am so impressed with the quick and efficient customer service provided by the City of Bloomington,” the caller said. “I’m comforted in knowing that my mother is living in a city that is on top of things and responds to its residents’ calls and concerns so quickly.”

In business and in public service, I have always championed the importance of excellent customer

service. We all pay taxes to support essential and quality-of-life government services with the expectation that we will receive them in a timely manner.

City staff and residents do an outstanding job in taking care of our community, and it shows. Jon Oleson, who was looking for a place closer to his wife’s job, relocated to Bloomington two years ago without doing much research on other cities. He said he was pleasantly surprised to discover that he chose a well-run city with articulate leaders, neighborhoods with well-kept homes and amenities close to home.

“We didn’t really investigate Bloomington before we moved,” Oleson said. “But we are glad its citizens and employees have been vigilant in making it a good place to live.”

Bloomington stands out because it is a mature city with a proven system in place and employees who are genuinely interested in serving its citizens. A 92-year-old resident, who lives alone, experienced a power outage at her home in July. She was frightened and could see that the rest of the neighborhood had light.

“When I called 911, a very kind and helpful gentleman answered. Soon after, Officer Schwartz was at my door,” she said. “After checking inside and outside of my house, he called the power company. He was professional, courteous and especially comforting, and promised to check my house and



Professional, courteous and caring – Bloomington Police protect and serve our community – both young and old.

watch my neighborhood during his shift. The next night, when it was extremely hot, Officer Schwartz showed up at my door and wanted to know if I was cool and had air conditioning! I am thankful for such kindness.”

Testimonials from satisfied customers are a good measure of excellent customer service. The compliments highlight the people who listen to concerns, are helpful, handle complaints, respond in a timely manner and take that extra step – performances that demonstrate local government at its best.

City staff uses a five-year planning model that considers both short-term and future needs of our community to recommend a preliminary levy.

The Truth in Taxation Hearing is Monday, December 5, at 6 p.m. in the Council Chambers.

Motorized wheelchairs used for mobility by disabled persons are not restricted.

For more information, call Commander Paul McCullough at 952-563-8834.



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The City’s quick and efficient customer service demonstrates local government at its best.

2006 GENERAL FUND BUDGET

COUNCIL APPROVES PRELIMINARY BUDGET AND LEVY

THE CITY COUNCIL APPROVED A preliminary general operating fund budget of \$46,996,084, a 4.27 percent increase from the 2005 budget of \$45,069,480.

The monthly increase for City services to a Bloomington resident with a median-value home of \$231,200 would be \$2.92 in 2006 for a monthly total of \$60 per month. The median-valued home averaged an 8 percent increase in market value in 2005, up \$16,800 from 2004. The overall tax capacity rate for the City will decrease for 2006.

The monthly increase resulted from the approval of a preliminary levy of \$38,168,336 for 2006, a 5.75 percent increase from 2005, in part, to anticipate the loss of market value credit and local government aid from the state in 2006. The Council increased the levy to help offset these losses.

The preliminary levy can be reduced, but not increased, before final adoption in December. If the 2006 levy increase is approved, the average annual increase in the City’s levy from 1994 - 2006 will be 3.17 percent.

MOTORIZED SCOOTERS, SKATEBOARDS, BIKES AND GO-CARTS

ORDINANCE CHANGE IN SYNC WITH NEW LAW

UNDER A NEW STATE LAW, MOTORIZED scooters may now be operated on local streets. The City Council approved an ordinance change in August to reflect the new law.

The ordinance requires that recreational vehicle operators must travel on the right side of the roadway and walk the vehicle across the street to

make a left turn. Operators ages 12 - 17 must wear helmets.

The City ordinance continues to prohibit the use of motorized scooters and skateboards, go-carts and mini bikes on sidewalks, pedestrian trails or walkways, school property, parks and playgrounds. These vehicles can be used on private property with the owner’s permission.